



PUEBLO CITY-COUNTY Library District

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CUSTOMER CONDUCT

03.06.04.P1 Live Video Surveillance and Archived Footage Access Procedures

This document defines procedures for requesting access to live video surveillance and archived security footage by law enforcement personnel. These procedures regulate the use of surveillance cameras to protect the legal and privacy interests of the Pueblo City-County Library District (PCCLD). This document applies to all persons and organizations in the use of surveillance systems and devices for monitoring and/or recording activity.

Per PCCLD Policy 03.03.02 Confidentiality of Library Customer Records, PCCLD supports and complies with the Colorado Library User Records Privacy ACT (C.R.S. 2016, 24-90-119), the American Library Association's Policy on Confidentiality of Library Records and the Colorado Association of Libraries Statement on Intellectual Freedom with respect to the confidentiality of library records. All library records relating to a customer's use of the library and its resources are confidential.

Per PCCLD Policy 03.0.04 Video Surveillance Video surveillance will be used, when necessary and under specific guidelines, to provide staff and law enforcement assistance in investigating and prosecuting criminal activity and violations of PCCLD's Library Rules of Conduct. No content may be released without the express verbal or written permission from the Executive Director or their designee.

Real-Time Access to Surveillance Cameras

1. PCCLD may initiate a request for monitoring of live camera feeds in the Real Time Crime Center, Emergency Operations Center and/or on library property by assigned law enforcement personnel during high profile events. Similarly, law enforcement may submit a request for live access to PCCLD's surveillance cameras to the Executive Director in advance of high profile events.
2. Access to live camera feeds without prior authorization is permitted in cases where there is an active threat or other emergency scenario in which camera access will enhance response and safety. The Executive Director or their designee should be notified as soon as possible via phone that video surveillance cameras are being accessed by law enforcement by calling (719) 562-5652 or (719) 248-1278.

Access to Archived Security Footage

1. As determined by the Executive Director or their designee, only authorized library personnel will have access to surveillance camera data.
2. Appropriate use and confidentiality must be maintained by authorized users.
3. Only the Executive Director or their designee may authorize the release of surveillance information to outside agencies.
4. When an incident is suspected to have occurred, only authorized library personnel may review images from surveillance camera data.
5. Law enforcement may request access to archived camera footage by submitting a request to the PCCLD Manager of Safety and Security or their designee.
6. The requesting user must sign the Request and Acknowledgment Form that accompanies these procedures. A new form is required for each request.
7. The Security Manager or their designee will then secure the necessary permissions from the Executive Director or their designee to release footage.
8. Completed Request and Acknowledgement Forms will be stored in accordance with PCCLD policy *04.01.19 Records Retention*.
9. Unauthorized library and law enforcement personnel are prohibited from using or disseminating information acquired from security cameras. All information and/or observations made in the use of security cameras are considered confidential and can only be used for official library and law enforcement purposes.
10. Approved users are not permitted to share login information.

03.06.04. F1 Security Footage Request and Acknowledgement Form

This document regulates the request for access to PCCLD surveillance cameras and archived footage to protect the legal and privacy interests of the Pueblo City-County Library District. This document applies to all persons and organizations in the use of surveillance systems and devices for monitoring and/or recording activity. Please submit this form each time access to live surveillance feeds or archived footage is requested.

Name of Individual Requesting Access: _____

Law Enforcement Agency: _____

Request:

☐ Live Surveillance Camera Access

Camera Location/Library Branch _____ Date: _____

Reason for Request _____

☐ Archived Security Footage from (Library Branch) _____

Date of Incident: _____ Time of Incident: _____

Nature of Incident/ Reason for Request: _____

I agree to the following (please initial):

_____ I have read PCCLD's *Live Video Surveillance and Archived Footage Access Procedures*.

_____ I will access camera surveillance only to monitor and/or view when necessary or during a high-profile event, active threat, or emergency scenario.

_____ I will notify the Executive Director or designee timely when the live feed is being viewed.

_____ I will not use and/or view camera surveillance to surveil any patrons, employees, volunteers, or other individuals for extended time periods.

_____ I will access camera surveillance only as required to perform my assigned duties.

Printed Name _____

Signature _____ Date: _____

INTERNAL USE ONLY

Request Received by: _____ Date: _____

☐ Executive Director Approved Access

☐ Request entered in Access Log by IT/Security